

The objective of **ONNERA LAUNDRY BARCELONA, S.A.** is to continually improve their results, by ensuring customer satisfaction with the quality of the products and services offered

For this reason, the Management has adopted this **Quality Policy**, the observance of which **involves all of us** and which is defined in the following **Principles**:

I . CUSTOMER SATISFACTION AND ENVIRONMENTAL FRIENDLY IS OUR PRIMARY OBJECTIVE

- ◆ Quality must be seen from the customer's point of view.
- ◆ Defects are unacceptable.

II . PREVENTION OF ENVIRONMENTAL POLLUTION

Onnera undertakes to:

- ◆ Prevent any affection to the environment.
- ◆ Protect environment.

III . QUALITY IS EVERYONE'S RESPONSIBILITY

- ◆ All the tasks and processes of **ONNERA LAUNDRY BARCELONA, S.A.** form part of the quality management system.
- ◆ The involvement of all the personnel is imperative, in addition to the participation and commitment of our suppliers.

IV . THE MOST EFFICIENT METHOD IS TO GET THINGS RIGHT FROM THE START

- ◆ A Quality defect implies a loss in both income and prestige, even though it can be corrected.
- ◆ Quality reduces costs.

V . CONTINUOUS IMPROVEMENT IS THE METHOD

- ◆ Faults and errors serve to discover and eliminate the causes, going beyond the symptoms, thereby avoiding their repetition.
- ◆ The training and personal and professional growth of our team are the best guarantees for improvement.

VI . COMPLIANCE WITH REQUIREMENTS IS ESSENTIAL

- ◆ With respect to both the product specifications and the Customer requirements.
- ◆ With respect to legal or statutory requirements.

IBAN TXILLIDA
General Manager of **ONNERA LAUNDRY BARCELONA, S.A.**